

Wisconsin Medicaid update and BadgerCare

March 2002
PHC 1848

Wisconsin Medicaid and BadgerCare Information for Providers

All-Provider Handbook available on CD-ROM

Wisconsin Medicaid has begun sending the All-Provider Handbook on CD-ROM to newly certified providers and providers purchasing an additional copy of the handbook. The CD-ROM version of the handbook offers full-text search capabilities, links to all sections of the handbook, and up-to-date information.

All-Provider, other Medicaid handbooks available on CD-ROM

Wisconsin Medicaid recently began sending a CD-ROM version of the All-Provider Handbook to newly certified providers and providers who would like to purchase an additional copy of the handbook. The CD-ROM version of the All-Provider Handbook contains the following:

- A complete, searchable copy of the handbook, which was issued in June 2000.
- A Portable Document Format (PDF) version of the handbook.
- A Handbook User's Guide.
- Instructions for accessing files from the CD-ROM.
- A copy of Adobe Acrobat Reader® that can be downloaded from the CD-ROM.
- A Microsoft® Internet Explorer setup file that can be downloaded from the CD-ROM.

Providers who wish to receive a CD-ROM version of the All-Provider Handbook should complete and submit the All-Provider Handbook Order form found in Attachment 1 of this *Wisconsin Medicaid and BadgerCare Update*. Providers may purchase the CD-ROM version for \$4.00 plus applicable sales tax.

Other Medicaid handbooks that are currently on CD-ROM include the Pharmacy Handbook and the Family Care Guide. Both of these CD-ROMs include a copy of the All-Provider Handbook.

Benefits of handbooks on CD-ROM

Handbooks on CD-ROM offer several benefits, both to providers and to Wisconsin Medicaid. Among these benefits are the following:

- *Full-text search capabilities.* When a provider enters any word that relates to the topic for which he or she is searching, the search function on the CD-ROM will bring up all references within the handbook to that word or any variation of the word.
- *Easy access to all handbook sections.* The handbook CD-ROM provides links to related information, even when this information is in a different section of the handbook.

Inside this Update:

All-Provider Handbook available on CD-ROM

All Wisconsin counties have a county veterans service office

What's new on the Medicaid and BadgerCare Web sites

New Medicare crossover claim agreements established

- *Less storage required.* The smaller physical size of the CD-ROM means less space is needed for storage of Wisconsin Medicaid information, especially for providers who use multiple handbooks.
- *Current information.* Handbooks on CD-ROM will be updated and re-sent each time the handbook is revised.
- *Information is easily shared.* Handbooks on CD-ROM can be copied to the personal computers of other staff members.

The All-Provider Handbook and other Wisconsin Medicaid handbooks, in addition to *Updates*, may be viewed on the Wisconsin Medicaid Web site at www.dhfs.state.wi.us/medicaid/. The online version of the All-Provider Handbook offers the following features:

- Easy access to each chapter and chapter heading via the navigation menu at the top of each page.
- Links at the top and bottom of each page, which include areas within the All-Provider Handbook, as well as links to information and Web sites outside of the handbook.

This *Update* article contains Medicaid fee-for-service policy and applies to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care policy, contact the appropriate managed care organization. Wisconsin Medicaid HMOs are required to provide at least the same benefits as those provided under fee-for-service arrangements. ✦

All Wisconsin counties have a county veterans service office

Every county in Wisconsin has a county veterans service office (CVSO). St. Croix County was inadvertently omitted from the list of CVSOs published as an attachment of the December 2001 *Wisconsin Medicaid and BadgerCare Update*. Refer to Attachment 2 of this *Update* for the current CVSO list, which includes St. Croix County. ✦

What's new on the Medicaid and BadgerCare Web sites

The Wisconsin Medicaid and BadgerCare Web sites include provider and recipient publications, contacts and statistics, and eligibility and benefit information.

Providers may visit the Medicaid Web site at www.dhfs.state.wi.us/medicaid/. The BadgerCare Web site is located at www.dhfs.state.wi.us/badgercare/.

The following is a list of recently added information:

- March 2002 *Wisconsin Medicaid and BadgerCare Update*.
- Updated Medicaid and BadgerCare caseload statistics.
- BadgerCare At A Glance statistics.

Keep in mind that if you do not have a computer with Internet access, many libraries have access available. ✦

Handbooks on CD-ROM will be updated and re-sent each time the handbook is revised.

New Medicare crossover claim agreements established

Wisconsin Medicaid recently established four new Medicare crossover claim agreements. This *Wisconsin Medicaid and BadgerCare Update* includes information about the following:

- Wisconsin Medicaid's current Medicare crossover claim agreements.
- Updating Medicare identification numbers.
- Cross-referencing Medicaid and Medicare identification numbers.

Wisconsin Medicaid establishes new Medicare crossover claim agreements

Wisconsin Medicaid recently established crossover claim agreements with the following Medicare intermediaries and carriers:

- Blue Cross and Blue Shield of Florida.
- Blue Cross and Blue Shield of Maryland.
- Riverbend (also known as Blue Cross and Blue Shield of Tennessee).
- Trailblazer Health Enterprises, LLC (also known as Blue Cross and Blue Shield of South Carolina).

Wisconsin Medicaid can now process *automatic* crossover claims from these Medicare intermediaries and carriers. For more Medicare crossover claim information, refer to the Coordination of Benefits section of the All-Provider Handbook.

Wisconsin Medicaid's current Medicare crossover claim agreements

The following is a *complete* list of Medicare intermediaries and carriers and includes the four new intermediaries and carriers listed in

the previous section. Wisconsin Medicaid now has Medicare crossover claim agreements with seven intermediaries and carriers:

- *AdminaStar Federal, Inc.* Medicare Durable Medical Equipment regional carrier.
- *Blue Cross and Blue Shield of Florida.* Medicare Part A fiscal intermediary.
- *Blue Cross and Blue Shield of Maryland.* Medicare Part A fiscal intermediary.
- *Blue Cross and Blue Shield United of Wisconsin.* Medicare Part A fiscal intermediary.
- *Riverbend.* Medicare Rural Health Clinics carrier.
- *Trailblazer Health Enterprises, LLC.* Medicare Indian Health Services Part A fiscal intermediary.
- *Wisconsin Physician's Service Insurance Corporation (WPS).* Medicare Part B carrier.

Updating Medicare identification numbers

Claims will not cross over automatically if Wisconsin Medicaid does not have the provider's current Medicare identification number on file. Wisconsin Medicaid providers who submit claims to any of the intermediaries or carriers listed above can contact Wisconsin Medicaid to update their provider files with their Medicare identification numbers. Providers should contact Wisconsin Medicaid by telephone or in writing when their Medicare identification numbers change by doing one of the following:

Wisconsin Medicaid providers who submit claims to any of the intermediaries or carriers listed ... can contact Wisconsin Medicaid to update their provider files with their Medicare identification numbers.

- Photocopy and complete the Wisconsin Medicaid Provider Change of Address or Status Form in the Provider Certification section of the All-Provider Handbook, and mail it to:

Wisconsin Medicaid
 Provider Maintenance
 6406 Bridge Rd
 Madison WI 53784-0006

- Print and complete the Wisconsin Medicaid Provider Change of Address or Status Form from the Wisconsin Medicaid Web site. To do this, providers should do all of the following:

1. Go to www.dhfs.state.wi.us/medicaid/ on the Internet.
2. Select “Medicaid Provider Handbooks.”
3. Select the interactive, text-only, or Portable Document Format (PDF) of the All-Provider Handbook.
4. Select the “Provider Certification” section.
5. Select “Appendix 1: Wisconsin Medicaid Provider Change of Address or Status Form (for photocopying).”
6. Print and complete the form and mail it to Wisconsin Medicaid Provider Maintenance at the address above.

- Contact Wisconsin Medicaid Provider Services at (800) 947-9627 or (608) 221-9883.

Cross-referencing Wisconsin Medicaid and Medicare numbers

Providers who have experienced problems with their claims not automatically crossing over to Wisconsin Medicaid should contact Provider Services to verify that their Medicare number is properly cross-referenced with their Medicaid identification number.

Managed care providers

This *Wisconsin Medicaid and BadgerCare Update* article contains Medicaid fee-for-service information and applies to providers of services to recipients on fee-for-service Medicaid only. For Medicaid HMO or managed care policy, contact the appropriate managed care organization. Wisconsin Medicaid HMOs are required to provide at least the same benefits as those provided under fee-for-service arrangements. ✦

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at www.dhfs.state.wi.us/medicaid/.

ATTACHMENT 1

All-Provider Handbook Order form

(The All-Provider Handbook Order form is on the following page.)

**WISCONSIN MEDICAID
 ALL-PROVIDER HANDBOOK ORDER**

The Wisconsin Medicaid Program requires information to enable the Medicaid program to certify providers and to authorize and pay for medical services provided to eligible recipients.

Personally identifiable information about Medicaid providers is used for purposes directly related to the Medicaid program administration such as determining the certification of providers or processing provider claims for reimbursement. Failure to supply the information requested on this form may result in denial of Medicaid payment for the services.

Wisconsin Medicaid and BadgerCare handbooks are available on the Internet. To download this handbook or its sections free of charge from the Internet, visit the Medicaid Provider Handbooks section of the Wisconsin Medicaid Web site at www.dhfs.state.wi.us/medicaid/.

You may purchase a copy of HFS 101-108, Wis. Admin. Code, and Wisconsin Statutes from Document Sales. Write to request these documents at Document Sales, Integrated Document Services, Department of Administration, P.O. Box 7840, Madison, WI 53707, or call them at (608) 266-3358.

| Handbook / Section Name | Quantity | Amount | Total |
|--------------------------------------|----------|--------|-----------|
| All-Provider Handbook, CD-ROM | | \$4.00 | |
| All-Provider Handbook, Paper Copy | | \$4.00 | |
| Wisconsin Medicaid Three-Ring Binder | | \$5.00 | |
| Subtotal | | | \$ |
| 5% Sales Tax | | | \$ |
| .5% County Sales Tax (If Applicable) | | | \$ |
| TOTAL ENCLOSED | | | \$ |

PROVIDER INFORMATION

| | | | |
|--------------------------------------|-------|------------------------------|--|
| Contact Name — Provider | | Organization Name — Provider | |
| Street Address / P.O. Box — Provider | | | |
| City | State | Zip Code | |
| Telephone Number — Provider | | | |

DISTRIBUTION: Submit completed form with a check or money order (made payable to Wisconsin Medicaid) for the full amount to:

Wisconsin Medicaid
 Provider Maintenance
 6406 Bridge Rd
 Madison WI 53784-0006

ATTACHMENT 2

County veterans service offices

The county veterans service office (CVSO) provides information and assistance in obtaining state and federal veterans' benefits. The CVSO may answer questions regarding eligibility, the application process, and access to the United States Department of Veterans Affairs health care system. This list is periodically revised. Refer to the Wisconsin Department of Veterans Affairs Web site at dva.state.wi.us/ for a current listing.

ADAMS

PO Box 474
Friendship WI 53934
(608) 339-4221 FAX (608) 339-4585

ASHLAND

Courthouse
201 W Main St Rm 108
Ashland WI 54806
(715) 682-7011 FAX (715) 682-7922

BARRON

418 E Lasalle Ave
Barron WI 54812
(715) 537-6290 FAX (715) 537-6237

BAYFIELD

Courthouse Annex
PO Box 367
Washburn WI 54891
(715) 373-6137 FAX (715) 373-6183

BROWN

305 E Walnut Rm 102
PO Box 23600
Green Bay WI 54305-3600
(920) 448-4450 FAX (920) 448-4322

BUFFALO

Courthouse
PO Box 492
2nd St
Alma WI 54610
(608) 685-6219 FAX (608) 685-6242

BURNETT

7410 County Rd K #128
Siren WI 54872
(715) 349-2179 FAX (715) 349-2102

CALUMET

Courthouse
206 Court St
Chilton WI 53014-1198
(920) 849-1452 FAX (920) 849-1469

CHIPPEWA

Courthouse
711 Bridge St
Chippewa Falls WI 54729
(715) 726-7990 FAX (715) 726-7987

CLARK

Courthouse
517 Court St Rm 304
Neillsville WI 54456-1971
(715) 743-5161 FAX (715) 743-5154

COLUMBIA

Columbia County Admin Bldg
PO Box 232
Portage WI 53901-0232
(608) 742-9618 FAX (608) 742-9602

CRAWFORD

Satter Bldg Annex
429 S Prairie St
Prairie du Chien WI 53821-1929
(608) 326-0204 FAX (608) 326-0292

DANE

217 S Hamilton Ste 401
Madison WI 53703-3238
(608) 266-4158 FAX (608) 266-9117

DODGE

127 E Oak St
Juneau WI 53039-1330
(920) 386-3798 FAX (920) 386-3271

DOOR

Courthouse Rm C121
PO Box 0670
Sturgeon Bay WI 54235-0670
(920) 746-2225 FAX (920) 746-2330

DOUGLAS

Courthouse
1313 Belknap St
Superior WI 54880
(715) 395-1331 FAX (715) 395-1373

DUNN

Courthouse
800 Wilson Ave Rm 5 LL
Menomonie WI 54751
(715) 232-1646 FAX (715) 232-6704

EAUCLAIRE

721 Oxford Ave Rm 1410
Eau Claire WI 54703-5490
(715) 839-4744 FAX (715) 839-6238

FLORENCE

PO Box 382
Florence WI 54121
(715) 528-5250 FAX (715) 528-4762

FOND DU LAC

50 N Portland St
Fond du Lac WI 54935
(920) 929-3117 FAX (920) 929-7079

FOREST

Courthouse
200 E Madison St
Crandon WI 54520
(715) 478-3722 FAX (715) 478-2430

GRANT

111 S Jefferson #142
Lancaster WI 53813-1666
(608) 723-2756 FAX (608) 723-4048

GREEN

Courthouse
1016 16th Ave
Monroe WI 53566-1703
(608) 328-9415 FAX (608) 328-9414

GREEN LAKE

500 Lake Steel St
PO Box 588
Green Lake WI 54941-0588
(920) 294-4123 FAX (920) 294-4139

IOWA

Courthouse
222 N Iowa St
Dodgeville WI 53533
(608) 935-5826 FAX (608) 935-3024

IRON

Courthouse
300 Taconite St
Hurley WI 54534
(715) 561-2190 FAX (715) 561-5609

JACKSON

Courthouse
307 Main St
Black River Falls WI 54615
(715) 284-0225 FAX (715) 284-0223

JEFFERSON

Courthouse
320 S Main St
Jefferson WI 53549
(920) 674-7240 FAX (920) 674-7368

JUNEAU

211 Hickory St Rm 201
Mauston WI 53948
(608) 847-9385 FAX (608) 847-9417

KENOSHA

County of Kenosha
Department of Human Services
Division of Veterans Services
3508 Washington Rd
Kenosha WI 53144
(262) 653-3890 FAX (262) 653-3872

KEWAUNEE

Courthouse
613 Dodge St
Kewaunee WI 54216
(920) 388-7198 FAX (920) 388-7195

LA CROSSE

Courthouse
400 4th St N Rm 204
La Crosse WI 54601-3228
(608) 785-9719 FAX (608) 785-9718

LAFAYETTE

Courthouse
626 Main St
Darlington WI 53530
(608) 776-4886 FAX (608) 776-4808

LANGLADE

1225 Langlade Rd
Antigo WI 54409-2795
(715) 627-6248 FAX (715) 627-6240

LINCOLN

1106 E 8th St
Merrill WI 54452-1100
(715) 536-0325 FAX (715) 536-0369

MANITOWOC

Veterans Service Ofc
County Admin Bldg
1110 S 9th St
Manitowoc WI 54220-5374
(920) 683-4055
(920) 683-4056
FAX (920) 683-4499
TTY (920) 683-5168

MARATHON

212 River Dr Ste 1
Wausau WI 54403
(715) 261-1141 FAX (715) 261-1146

MARINETTE

Veterans Service Ofc
 1926 Hall Ave
 Marinette WI 54143-1717
 (715) 732-7650 FAX (715) 732-7447

MARQUETTE

Courthouse
 PO Box 214
 Montello WI 53949
 (608) 297-9136 Ext 358
 FAX (608) 297-9136

MENOMINEE

Courthouse
 PO Box 279
 Keshena WI 54135-0279
 (715) 799-3729 FAX (715) 799-4957

MILWAUKEE

901 N 9th Rm G5
 Milwaukee WI 53233
 (414) 278-4054 FAX (414) 223-1923

MONROE

14345 County Hwy B Rm 2
 Sparta WI 54656-4509
 (608) 269-8726 FAX (608) 269-8893

OCONTO

Courthouse
 301 Washington St
 Oconto WI 54153-1699
 (920) 834-6817 FAX (920) 834-6805

ONEIDA

Courthouse
 PO Box 400
 Rhinelander WI 54501
 (715) 369-6127 FAX (715) 369-6267

ONEIDA NATION

PO Box 365
 Oneida WI 54155
 (920) 405-4488 FAX (920) 405-4490

OUTAGAMIE

410 S Walnut
 Appleton WI 54911
 (920) 832-5697 FAX (920) 832-2473

OZAUKEE

Courthouse
 PO Box 994
 Port Washington WI 53074-0994
 (262) 284-8326 FAX (262) 284-8328

PEPIN

740 7th Ave W
 PO Box 39
 Durand WI 54736-0039
 (715) 672-8887 FAX (715) 672-8753

PIERCE

Courthouse
 PO Box 146
 Ellsworth WI 54011
 (715) 273-3531 Exts 462 & 463
 FAX (715) 273-4047

POLK

Veterans Service Ofc
 100 Polk County Plz Ste 70
 Balsam Lake WI 54810
 (715) 485-9243 Ext 243 FAX (715) 485-9246

PORTAGE

City County Bldg
 1516 Church St
 Stevens Point WI 54481-3598
 (715) 346-1310 FAX (715) 346-1486

PRICE

Courthouse
 126 Cherry St
 Phillips WI 54555
 (715) 339-2545 FAX (715) 339-3089

RACINE

WFDC 3 North
 1717 Taylor Ave
 Racine WI 53403
 (262) 638-6702 FAX (262) 638-7052

RICHLAND

Courthouse
 181 W Seminary
 Richland Center WI 53581
 (608) 647-6101 FAX (608) 647-6134

ROCK

201 Short St
 Beloit WI 53511-6331
 (608) 363-6280 FAX (608) 363-6286

Rock County Courthouse

51 S Main
 Janesville WI 53545
 (608) 757-5552 FAX (608) 757-5604

RUSK

Courthouse
 311 Miner Ave E Ste C230
 Ladysmith WI 54848
 (715) 532-2299 FAX (715) 532-2126

ST CROIX

St Croix County Govt Ctr
 1101 Carmichael Rd
 Hudson WI 54016
 (715) 386-4757 FAX (715) 381-4400

SAUK

Sauk County West Square
505 Broadway Rm 205
Baraboo WI 53913
(608) 355-3260 FAX (608) 355-3263

SAWYER

Courthouse
PO Box 717
Hayward WI 54843
(715) 634-2770 FAX (715) 634-2770

SHAWANO

Courthouse
311 N Main St Rm 201
Shawano WI 54166
(715) 526-9183 FAX (715) 524-4622

SHEBOYGAN

Courthouse
615 N 6th St
Sheboygan WI 53081-4692
(920) 459-3053 FAX (920) 459-3055

TAYLOR

224 S 2nd St (140)
Medford WI 54451-1899
(715) 748-1488 FAX (715) 748-1415

TREMPEALEAU

Courthouse
PO Box 67
36245 Main St
Whitehall WI 54773
(715) 538-2311 Ext 217
FAX (715) 538-2148

VERNON

Vernon County Office Bldg
PO Box 27
Viroqua WI 54665-0027
(608) 637-5274 FAX (608) 637-5504

VILAS

Courthouse
PO Box 369
Eagle River WI 54521
(715) 479-3629 FAX (715) 479-3741

WALWORTH

Courthouse
PO Box 1001
Elkhorn WI 53121
(262) 741-4222 FAX (262) 741-4386

WASHBURN

850 W Beaverbrook Ave Ste 2
Spooner WI 54801
(715) 635-4470 FAX (715) 635-4471

WASHINGTON

Courthouse
432 E Washington St
PO Box 1986
West Bend WI 53095-7986
(262) 335-4457 FAX (262) 335-4490

WAUKESHA

Human Service Ctr
500 Riverview Ave
Waukesha WI 53188
(262) 548-7732 FAX (262) 896-8588

WAUPACA

Courthouse
811 Harding St
Waupaca WI 54981
(715) 258-6475 FAX (715) 258-6266

WAUSHARA

PO Box 159
230 W Park St
Wautoma WI 54982
(920) 787-0446 Ext 243
FAX (920) 787-0423

WINNEBAGO

Department of Veterans Affairs
504 Algoma Blvd
Oshkosh WI 54901-4704
(920) 236-4898 FAX (920) 303-3030

Neenah-Menasha Br

211 N Commercial
Neenah WI 54956
(920) 729-4820 FAX (920) 720-3625

WOOD

630 S Central Ave Ste 322
Marshfield WI 54449-4196
(715) 384-3773 FAX (715) 389-1285

Courthouse
400 Market St
PO Box 8095
Wisconsin Rapids WI 54495-8095
(715) 421-8420 FAX (715) 421-8808